

Council-owned trees

Streetscene are responsible for the management of all trees on Council-owned land, which includes all open spaces and parks within the borough. On a day-to-day basis Streetscene carry out all necessary works to trees and manage the health & safety and risk rating, which involves the inspection of trees within the borough and the management of woodlands and cemeteries.

We provide expert advice, inspections and surveys, planting programmes, and issue any maintenance works to in-house teams and external contractors. We run a team of highly skilled and experienced tree surgeons, fully equipped and operating each year from November to March.

At present there are approximately 10,000 trees within public open spaces in the borough, and a further estimated 200,000 trees within woodlands and other green spaces, which are due to be surveyed in the near future.

Trees are vital components of the Newcastle-under-Lyme landscape. They add colour to the landscape, enhance parks and open spaces, encourage birds and other wildlife and reduce noise and atmospheric pollution. The screening that trees provide and the visual pleasure they can give are valuable assets that need protecting.

Despite the modern pressures of challenging budgets, Streetscene is committed to the professional management of trees on land within its remit. We recognise that felling and replanting of trees are legitimate operations required in the overall management of the urban forest, and in the interests of good neighbourliness we will endeavour to deal positively with reasonable requests for service. However, residents should note that not all requests can be agreed to. Any non-urgent requests for service that result in agreed work may still suffer a delay while other priority work is progressed first. Outside of the cemeteries tree work is restricted to the period: 1st November to 31st March, although emergencies will be dealt with at any time of year. We operate an emergency call-out service for dangerous trees 24 hours a day. Work programmes are generally organised a year in advance, so a new request of a non-urgent nature might find itself on a long waiting list.

We provide a full response to stormy weather, clearing storm-damaged trees. We are also increasingly involved in the fight against new, incoming pests and diseases of trees. Such issues can, and do, affect and disrupt planned work programmes. Thus, whilst we can commit to certain planned works to trees residents should note that clear promises on dates and deadlines for tree work cannot be given.

Tree work is organised by our Arboricultural Officer, who is a Chartered Arboriculturist. He has a team of nine highly-qualified tree surgeons, from whom a work team is selected each day during the winter. At other times staff will be engaged on other Streetscene duties. The team is well equipped and there is easy access to hired equipment for specialist tasks. Staff are trained and certificated in every task they are allocated. We believe strongly in developing staff to their highest potential and undertake refresher training as part of the team's continuing professional development.

Requests for service should be directed to our call-centre on 01782 717717, or email at: customerservices@newcastle-staffs.gov.uk.

Streetscene will always be happy to supply quotations for private work.

Problems with trees – Requests for service (Streetscene)

Please direct any requests to:

Tel: 01782 717717

Email: customerservices@newcastle-staffs.gov.uk

Residents should note that we get a large number of requests and are unable to deal with all of them in the short time-scale that we would like to. We prioritise according to the nature of the requests. Non-urgent requests can be subject to some delay, and it should be noted that not all can be complied with.

Please note that, other than complying with a common-law right to cut overhanging branches, Newcastle-under-Lyme Borough Council does not permit the felling or pruning of Council-owned trees by others. Such actions are regarded as criminal damage and are reported to the police.

Trees in cemeteries and churchyards

Newcastle-under-Lyme Borough Council is responsible for tree-management in cemeteries, the crematorium, and specified “closed” churchyards. The tree-maintenance at most of these sites is undertaken through a contract with Glendale Managed Services Ltd. Here, tree work is undertaken at any time of year.

Please direct any requests to:

Tel: 01782 717717

Email: customerservices@newcastle-staffs.gov.uk

Highway trees

Trees within roads and pavements, grass verges etc. are mostly the responsibility of Staffordshire County Council, and requests for service should be directed to them.